

**The RIGHT CARE at the right time.
From the right place.**



NurseWise® — A direct line to your personal Louisiana Healthcare Connections nurse!

Do you have a medical emergency? If you are not sure if you should go the ER (Emergency Room), call **NurseWise®**. Our nurses will help you determine if you need the ER (Emergency Room), an Urgent Care Clinic or your doctor (Primary Care Provider). Call **1-866-595-8133** (TDD/TTY **1-877-285-4514**) any time, day or night.

Our nurses speak English and Spanish. But if you speak a different language, just ask for a translator.



When to go to your **DOCTOR** (Primary Care Provider),
an **URGENT CARE CLINIC** or the **ER** (Emergency Room)



Healthy is a way of life.™

Call Monday-Friday, 7 a.m. to 7 p.m. (Central)
Toll Free: **1-866-595-8133**
TDD/TTY (deaf and hearing loss number): **1-877-285-4514**
8585 Archives Avenue, Suite 310
Baton Rouge, LA 70809
www.LouisianaHealthConnect.com



Healthy is a way of life.™

ER-DIV-BRO-0313

©2013 Louisiana Healthcare Connections. All rights reserved.

Call 1-866-595-8133 (TDD/TTY 1-877-285-4514) with your health question.

Call 1-866-595-8133 (TDD/TTY 1-877-285-4514) with your health question.

1 Your DOCTOR (Primary Care Provider)

The best place to start for care is your **doctor** (Primary Care Provider). Your doctor knows you and your medical history. See your doctor (Primary Care Provider) if you have a **common illness or minor injury**.

Examples of a common illness: Cold, flu, ear ache, sore throat, diarrhea, headache, fever or rash

Examples of a minor injury: Sprain, back pain, small cut or burn

*Usually open Monday-Friday from 9:00 a.m.-5:00 p.m.
May have longer hours during the week and weekend.*

2 An URGENT CARE CLINIC

If your doctor (Primary Care Provider) **is not available**, an **Urgent Care Clinic** can see you for a common illness or minor injury. As a **Louisiana Healthcare Connections** member, you have access to our Urgent Care Clinic network at no cost to you. If you have a common illness or minor injury, one of our Urgent Care Clinics **WILL** see you:

Central STAT Care	Baton Rouge
Downman Urgent Healthcare Clinic	New Orleans
East After Hours Urgent Care	New Orleans
East Jefferson After Hours	Kenner
FASTLane Clinic	Zachary
Glenwood Urgent Care Clinic	Monroe
Kids Express Urgent Care	Metairie
Louisiana Urgent Care	Opelousas
Louisiana Urgent Care	Port Allen
Pelican Urgent Care	Slidell
Rapides After Hours	Pineville
Starbright Pediatric Urgent Care	Baton Rouge
Westbank Urgent Care Center	Gretna
Willis-Knighton Quick Care - Bossier	Bossier City
Willis-Knighton Quick Care - Pierremont	Shreveport
Willis-Knighton Quick Care - South	Shreveport

To find an Urgent Care Clinic near you, call **NurseWise®**—**1-866-595-8133** (TDD/TTY **1-877-285-4514**).

Usually open Monday-Friday from 9:00 a.m.-7:00 p.m. and on the weekend.

3 The ER (Emergency Room)

In the event of a **medical emergency**, do not wait! **Call 911** or go directly to the **ER** (Emergency Room).

A medical emergency is a sudden illness or condition that could result in serious harm to you and needs care right away.

Examples of a medical emergency:

- Asthma attack that does not stop
- Bleeding that does not stop
- Broken bone
- Chest pain or pressure with shortness of breath
- Chemical poisoning
- Coughing or vomiting blood
- Difficulty breathing
- Drug overdose
- High fever
- Labor
- Loss of consciousness or fainting
- Seizure
- Severe stomach pain
- Sudden blurred or loss of vision
- Sudden dizziness, weakness or loss of balance
- Sudden inability to move or speak

Open 24 hours a day, 7 days a week, 365 days a year.

 **Wherever you go for care, make sure to bring a list of all medications you currently take!**